



DPAS Customer Support and Communications

**Presented to CCB Members
and Associates**

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Defense Property Accountability System

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CCB Brief



Corbis.com



Customer Support Efforts

- *Objective - provide one stop shopping for your property accountability needs.*
 - *Development*
 - *Implementation*
 - *Training*
 - *Operations Support*
 - *WEB Site*
 - *Help Desk*
 - *Quality Assurance*

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DPAS Overview

- *Development*
 - Maintenance - meeting the DoD property mission and problem resolution
 - New Requirements - improvements in property processes
- *Customer Support*
 - Training - organizational skills to meet mission
 - WEB Page - 24/7 communication capability
 - Implementations - compliance with DoD property policy
 - and provides standard processes
 - Help Desk - 12/5 direct dial communication
 - on-call support
 - QA - metrics, feedback and analysis



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Communication

- *Multi-Channel Communication Strategy*
 - *Implementation*
 - *Training*
 - *revitalize material*
 - *new material for changing needs*
 - *WEB Site Information*
 - *static information*
 - *interactive*
 - *Help Desk*
 - *responsive*
 - *on-call*
 - *QA*
 - *feedback*





Initiatives

- **Completed**
 - **WEB Initiatives**
 - Security awareness training
 - satisfaction surveys
 - **Broadcast Messages**
 - training
 - releases
 - WEB changes
 - new information
 - **User Groups**
 - Government Furnished Property (GFP)
 - Accounting
 - Inventory
 - Reports
- **In-Process**
 - **Training**
 - New Classes
 - Better Financial Training
 - More Tailored Training
 - users
 - mission
 - **WEB - modernization efforts**
 - new look and feel
 - information clean-up
 - interactive
 - FAQs
 - automated registration
 - **Mele Associates**
 - www.meleassociates.com/dpas_auth.php
 - user id = dpas
 - password =dpas_account

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Property Scope

- 24 DoD Services and Agencies using DPAS
- Managing 10.6 million in total in PP&E and Real Property assets
- \$48.8 Billion in PP&E and Real Property
 - a billion seconds ago it was 1959
 - a billion hours ago our ancestors were in the Stone age
 - a stack of singles would stretch from LA to DC (2650 miles)



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Questions

- *Needs of the user first!*
 - *Pro-Active*
 - *Passionate*
 - *Application*
 - *Policy*
 - *Technology*
 - *Needs*



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